Michigan ITS Center
Serving the Southeast Michigan Freeways
www.michigan.gov/its

April 2007

MDOT
Mia Silver, PE PTOE
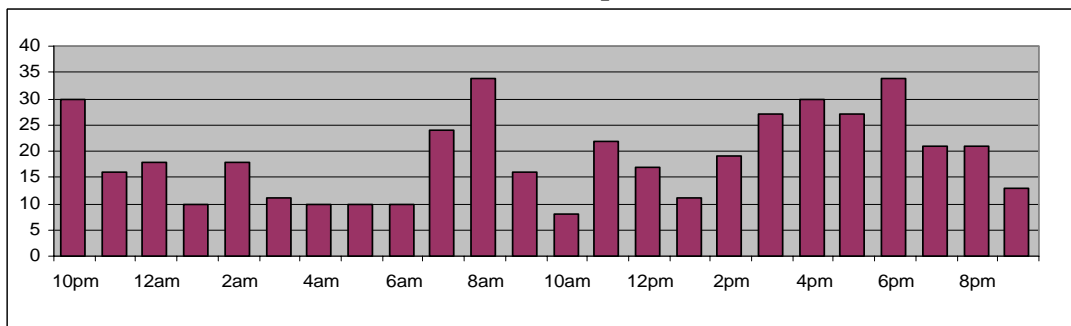Michigan Department of Transportation
1050 6th Street
Detroit, MI 48226
SilverMa@michigan.gov

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour

Total Incidents by Roadway

Freeway	Apr 2007	Mar 2007	Apr 2006
I-75	108	123	103
I-94	99	98	103
I-696 (Reuther)	77	54	57
I-96	70	76	49
M-10 (Lodge)	12	35	34
M-39 (Southfield)	45	46	40
I-275	44	34	50
I-375	4	4	2
TOTAL	459	470	438

Monthly Incident Activity

	Apr 2007	Mar 2007	Apr 2006
Freeway Closures	20	18	9
Lane Closures	34	32	26
Ramp Closures	7	4	8

MITS Center News

The Courtesy Patrol Database was retrofitted with spatial information on April 16. Now, each overpass or underpass that crosses a freeway has an assigned X and Y coordinate enabling the mapping of each assist that the Freeway Courtesy Patrol performs. This new feature will greatly assist both MDOT and SEMCOG as they seek to identify valuable information from the data.

Monthly Call History

April 2007	6,149
March 2007	7,727
April 2006	6,850

Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4616
Michigan State Police	665
Media	343
MDOT Construction (Incoming)	131
MDOT Construction (Outgoing)	55
Other MDOT	92
ITS Maintenance	22
Other	225
Total	**6149**

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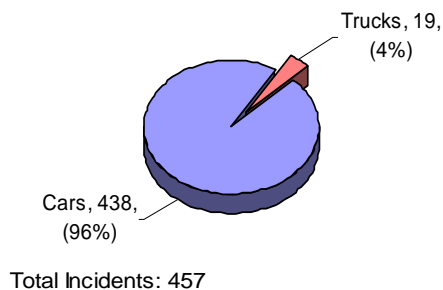Michigan Department of Transportation
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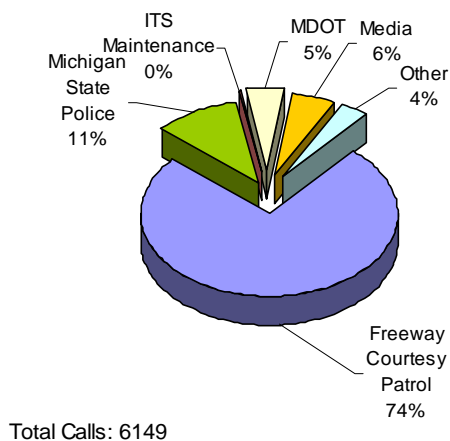SilverMa@michigan.gov

CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,123 assists that the Freeway Courtesy Patrol (FCP) provided during the month of April, 805 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.
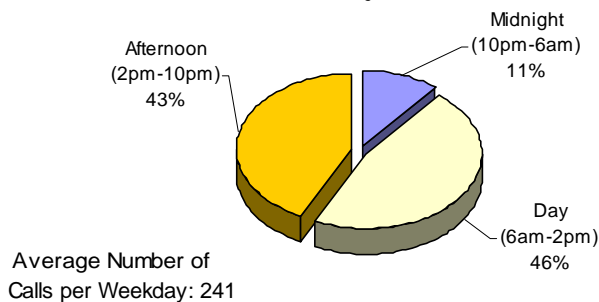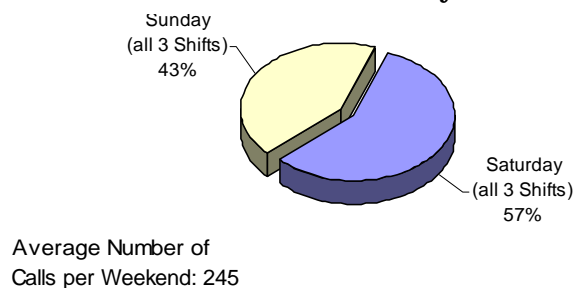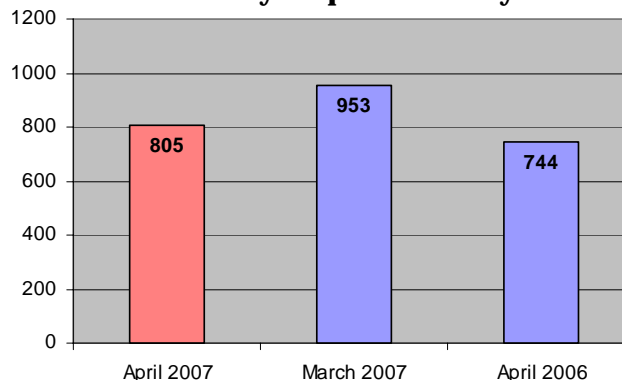
Vehicle Composition of Incidents

Trucks, 19, (4%)

Cars, 438, (96%)

Total Incidents: 457

Freeway Courtesy Patrol Monthly Dispatch Activity

April 2007: 805
March 2007: 953
April 2006: 744

Calls by Type

ITS Maintenance 0%
Michigan State Police 11%
MDOT 5%
Media 6%
Other 4%
Freeway Courtesy Patrol 74%

Total Calls: 6149

Freeway Courtesy Patrol Dispatches by Weekday Shift

Afternoon (2pm-10pm) 47%
Midnight (10pm-6am 11%
Day (6am-2pm) 42%

Average Number of Dispatches per Weekday: 31

Calls by Weekday Shift

Afternoon (2pm-10pm) 43%
Midnight (10pm-6am) 11%
Day (6am-2pm) 46%

Average Number of Calls per Weekday: 241

Freeway Courtesy Patrol Dispatches by Weekend Day

Sunday (all 3 Shifts) 46%
Saturday (all 3 Shifts) 54%

Average Number of Dispatches per Weekend: 37

Calls by Weekend Day

Sunday (all 3 Shifts) 43%
Saturday (all 3 Shifts) 57%

Average Number of Calls per Weekend: 245

Note: Additional FCP information may be found beginning on page 4.

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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov\mdot, click on "Detroit Traffic")

Website Activity

Top 5 DMS with Unique Messages

1. I-96 EB at Beck
2. M-10 NB at Porter
3. M-39 NB at Fitzpatrick
4. I-696 WB at Ryan
5. I-75 SB South of 13 Mile

Unique DMS Messages by Type

Incident Communication Accuracy

Weekend DMS Snapshot Review	Apr 2007	Mar 2007	Apr 2006
All Incident Messages	98.8%	98.9%	100.0%
High Impact DMS Messages	**Apr 2007**	**Mar 2007**	**Apr 2006**
All High Impact Messages	91.8%	94.4%	95.3%
Freeway Closure Messages	95.0%	94.4%	88.9%
Lane Closure Messages	88.2%	93.8%	100.0%
Ramp Closure Messages	100.0%	100.0%	87.5%
Other Communication	**Apr 2007**	**Mar 2007**	**Apr 2006**
Advisory Text-Messages	96.7%	96.3%	86.0%
Website Incident Postings	91.8%	87.0%	93.0%

Weekend Construction DMS Message Activity

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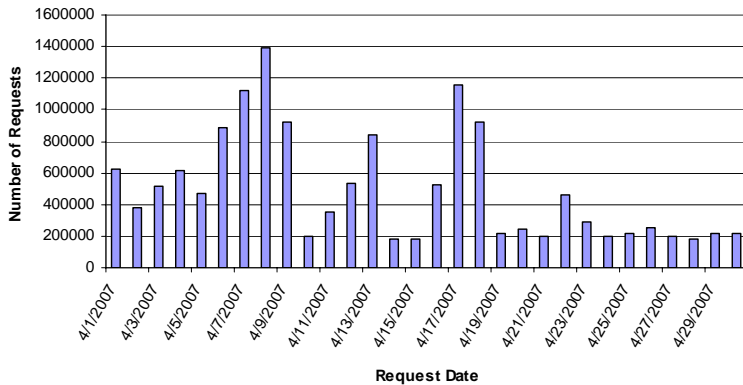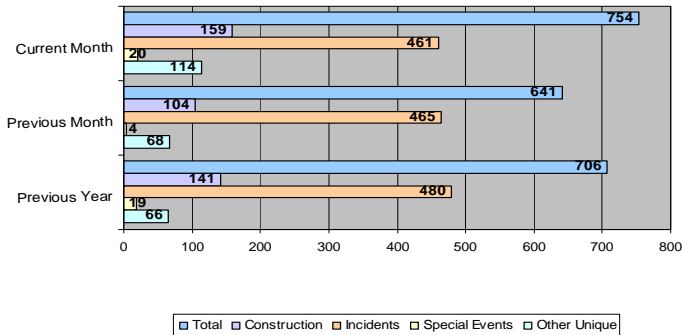### Serving the Southeast Michigan Freeways
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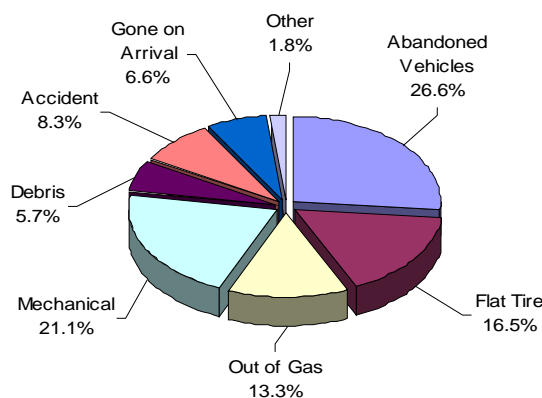Michigan Department of Transportation
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FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.
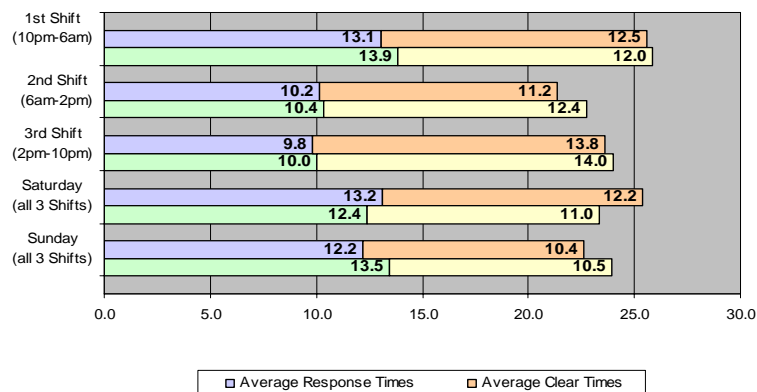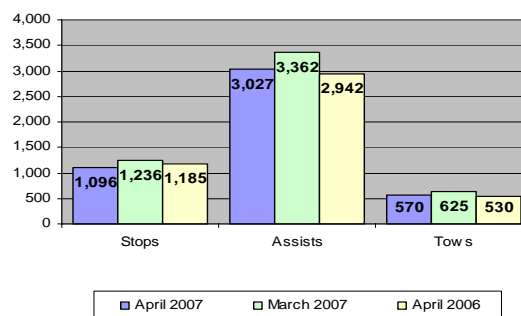
Motorist Quote of the Month

> "Today while driving to work I encountered a flat tire. The Courtesy patrol van was there in less than 2 minutes. The driver was very very helpful and also very nice. The driver changed my tire in record time and imagine my surprise when he informed me there was no charge! What a great program to help motorist and for there safety too!!"

Assist Type

- Abandoned Vehicles 26.6%
- Gone on Arrival 6.6%
- Other 1.8%
- Accident 8.3%
- Debris 5.7%
- Flat Tire 16.5%
- Mechanical 21.1%
- Out of Gas 13.3%

Total Number of Incidents: 4123

FCP Average Service Times

Shift	Average Response Times	Average Clear Times
1st Shift (10pm-6am)	13.1 / 13.9	12.5 / 12.0
2nd Shift (6am-2pm)	10.2 / 10.4	11.2 / 12.4
3rd Shift (2pm-10pm)	9.8 / 10.0	13.8 / 14.0
Saturday (all 3 Shifts)	13.2 / 12.4	12.2 / 11.0
Sunday (all 3 Shifts)	12.2 / 13.5	10.4 / 10.5

Legend: Average Response Times, Average Clear Times

History of Key FCP Activities

	April 2007	March 2007	April 2006
Stops	1,096	1,236	1,185
Assists	3,027	3,362	2,942
Tows	570	625	530

FCP Assists by Time of Day

Legend: April 2007 (assists/hr), Fiscal Year-to-Date (assists/hr)

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TRAFFIC INCIDENT MANAGEMENT

Local Police Department Calls

Legend: Incoming, Outgoing

Values:
- April 2007: Incoming 15, Outgoing 5
- March 2007: Incoming 19, Outgoing 12
- April 2006: Incoming 2, Outgoing 2

Video Users

- Police deparments — 63%
- Transportation operators — 18%
- Emergency management — 7%
- Fire deparments — 3%
- Planned special events venues — 0%
- Internal support — 9%

Severity/Duration by Top Five Freeways

Legend: High, Medium, Low, Unknown (Number of Incidents by freeway: I-75, I-94, I-696, I-96, M-39)

- **Purple (High):** Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- **Dark red (Medium):** Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- **Yellow (Low):** Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- **Light blue (Unknown):** The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month

Legend: High, Medium, Low, Unknown (April 2007, March 2007, April 2006)

Total Number of Incidents

Legend: Total
- April 2007: 456
- March 2007: 443
- April 2006: 438

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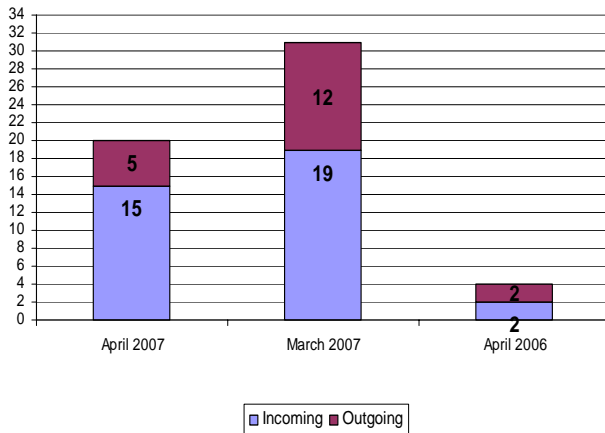### Serving the Southeast Michigan Freeways
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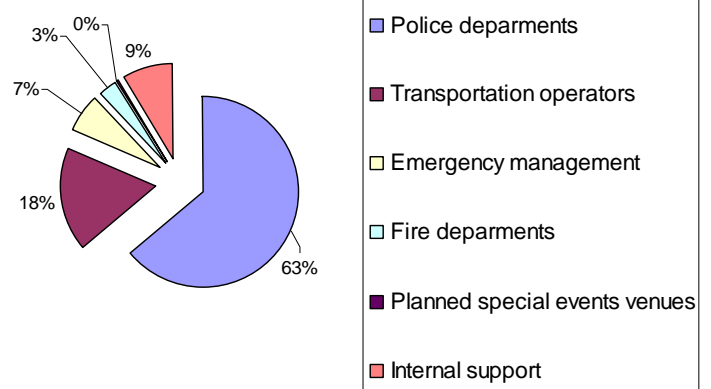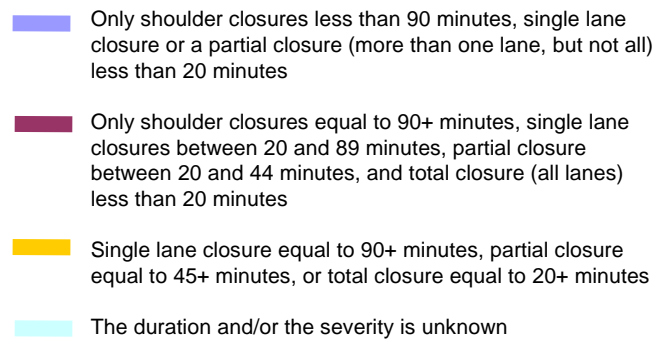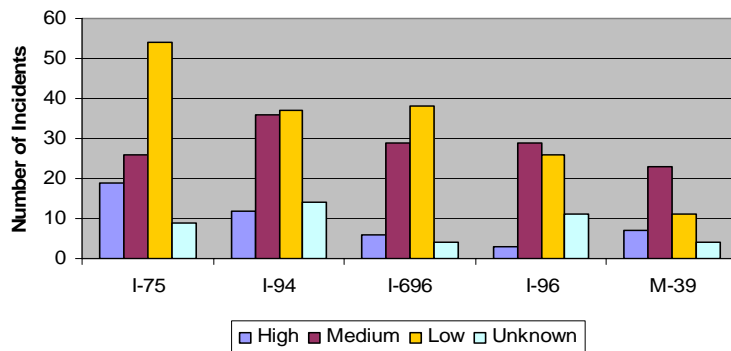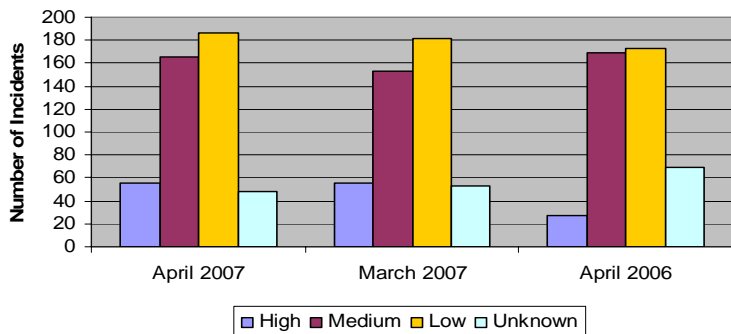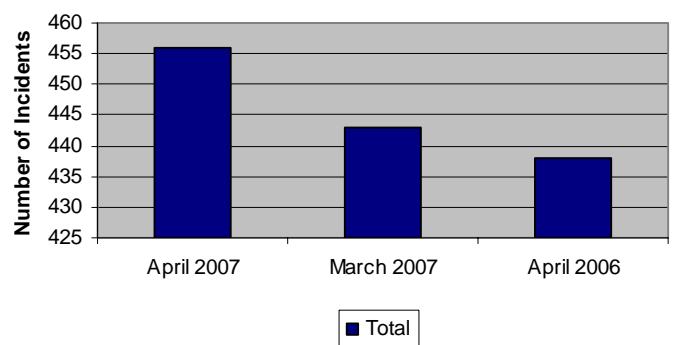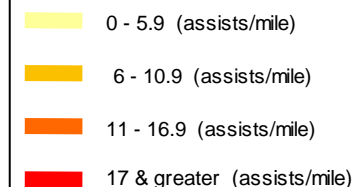1050 6th Street
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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area

0 - 5.9 (assists/mile)
6 - 10.9 (assists/mile)
11 - 16.9 (assists/mile)
17 & greater (assists/mile)

Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		April 2007	Fiscal YTD Avg.	April 2007	Fiscal YTD Avg.	April 2007	Fiscal YTD Avg.	April 2007	Fiscal YTD Avg.
I-75	87.6	1180	1161	13.5	13.3	11.2	11.2	12.3	12.9
Oak. Co. Line to I-696	37.0	402	407	10.9	11.0	12.1	14.3	11.0	12.1
I-696 to I-94	8.0	299	293	37.4	36.6	11.0	8.8	10.8	14.0
I-94 to I-96	5.6	84	98	15.0	17.5	8.6	9.8	14.7	13.2
I-96 to I-275	37.0	395	362	10.7	9.8	11.4	11.8	14.2	12.7
I-94	60.7	956	1014	15.7	16.7	11.1	10.7	11.8	12.2
Wash. Co line to M-39	20.7	296	311	14.3	15.0	12.8	11.7	12.1	12.9
M-39 to I-75	9.0	274	269	30.4	29.9	10.4	10.4	12.4	12.6
I-75 to I-696	10.0	260	272	26.0	27.2	10.5	10.0	11.5	12.0
I-696 to St. Clair Co. Line	21.0	126	162	6.0	7.7	12.0	11.2	10.8	10.5
I-96	34.0	657	648	19.3	19.1	10.1	11.4	11.5	12.7
Liv. Co. Line to I-275/I-696	11.0	132	151	12.0	13.8	10.3	12.4	11.4	14.0
I-275/M-14 to M-39	12.0	202	203	16.8	16.9	10.8	11.2	11.7	12.8
M-39 to I-75	11.0	323	294	29.4	26.7	9.6	11.0	11.4	12.0
I-275	37.5	348	377	9.3	10.0	10.4	11.2	13.6	13.2
I-96/696 to M-14/I-96	8.0	142	141	17.8	17.7	9.1	10.2	16.5	13.8
M-14/I-96 to I-94	12.0	152	166	12.7	13.8	10.9	11.4	11.7	12.9
I-94 to I-75	17.5	54	70	3.1	4.0	13.0	12.9	11.4	12.3
I-375	1.2	7	10	5.8	8.2	12.0	9.4	13.9	16.1
I-696 (Reuther)	28.7	517	484	18.0	16.9	10.7	10.3	14.0	12.9
I-96/I-275 to M-10	9.3	124	134	13.3	14.4	10.8	12.1	12.9	12.0
M-10 to I-75	9.0	208	169	23.1	18.8	11.5	9.9	16.0	14.5
I-75 to I-94	10.4	185	182	17.8	17.5	9.7	9.5	12.6	12.1
M-5 (Grand River)	10.3	48	52	4.7	5.0	12.0	11.0	7.4	14.0
M-8 (Davison)	2.2	56	51	25.5	23.3	17.4	9.4	11.6	12.3
M-10 (Lodge)	17.9	77	234	4.3	13.0	8.9	10.5	10.4	12.6
M-14	6.4	65	42	10.2	6.6	10.7	12.9	14.8	12.7
M-39 (Southfield)	14.2	211	209	14.9	14.7	11.1	11.7	14.3	14.8
Total	300.7	7,780	7,966						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	**ATMS Incident Log** - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	**ATMS Incident Log** - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	**Monthly Closure QC** - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	**ATMS Incident Log** - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	**Call Log Database** -Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	**Call Log Database** -Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	**Web Site Database** – Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	**Daily DMS Activity Log -** Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	**Daily DMS Activity Log -** Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	**Monthly Closure QC** - QC of email advisory notifications sent for major incidents. **Daily DMS Message QC** - QC of DMS message snapshots system wide 7 times per day, 3 days per week **High Impact Message QC** - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	**Daily DMS Message QC** - QC of DMS message snapshots system wide 7 times per day, 3 days per week
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.

DATA KEY INFORMATION

Local Police Calls	Displays incoming and outgoing local police calls.	**Call Log Database -** Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	**Web Site Database -** Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	**ATMS Incident Log -** Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.